

POSITION DESCRIPTION FORM

Communicare Inc.

RISK AND CONTINUOUS IMPROVEMENT MANAGER

Position Details	
Position Title:	Risk and Continuous Improvement Manager
Service Area:	Corporate Services
Location:	Cannington
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010; SCSE Level 7
Date Approved:	06 June 2017

Position Objective
The purpose of this position is to develop and co-ordinate the implementation of risk management strategies, quality assurance and continuous improvement activities, programs and projects to identify and minimise all forms of risk and to ensure governance practices are maintained. The role also oversees an auditing function to ensure compliance to corporate governance is maintained across all business areas.

Organisation Information
<p>Communicare's Aspiration: To create strong, safe and inclusive communities for people to participate to their full potential.</p> <p>Communicare's Purpose: To inspire and empower people to live a life of their choice in an inclusive community.</p> <p>Communicare's Values:</p> <ul style="list-style-type: none"> • HOPE: Providing an environment, supports and behaviours that inspire a sense of optimism and hope for the future; and stimulating people to believe in themselves see a better life and reach their potential. • OPPORTUNITY: Providing access to services and supports that build skills and pathways, enable people to learn, grow, and build on their strengths and empower them to choose a better future. • PERSEVERANCE: keeping faith in the people we support and leading with courage, passion and commitment to assist them to set goals, overcome the challenges in their lives and celebrate their achievements. <p>EQUALITY: Sharing a passion for people, embracing diversity and inclusion, valuing the unique value and contribution that all can make, and operating with integrity and respect to provide the opportunity for every person to thrive.</p>

Reporting lines and Stakeholder relationships
<ul style="list-style-type: none"> • The Risk and Continuous Improvement Manager reports to the Executive Director Corporate Services.

- Works with other internal stakeholders as necessary.
- External relationships include but not limited: external auditors, Board members and Government representatives.

Position Responsibilities

Primary responsibilities:

- Review and enhance the existing risk management policies, practices and procedures for the organisation and develop an implementation plan to improve risk management within the organisation.
- Roll out a program designed to improve awareness of risk management across the organisation and educate staff where required to ensure there is a minimum acceptable level of understanding of risk identification and mitigation across the organisation.
- Monitor and contribute to the business planning, strategy and activities throughout the organisation so as to help identify unforeseen risk and initiate risk evaluation and management.
- Develop a project risk management framework and templates and embed in project evaluation and management processes.
- Establish a Risk Committee and develop a reporting framework to engage stakeholders in risk management. Engage the Executive team and Board as appropriate to ensure buy in and periodic review of risk registers.
- Review existing auditing processes and develop an annual audit program designed to address highest risk areas. Work with Directors to develop the skills within each Directorate to ensure their effective self audits - according to that agreed audit program.
- Ensure audit report recommendations are followed up and added to the continuous improvement register where appropriate.
- Integrate risk management with Continual Improvement processes ensuring an effective approach is taken to continual improvement.
- Review existing incident management reporting processes and templates and develop a reporting framework to ensure visibility of incidents/hazards and their management.
- Management of the Communicare corporate document management system; including working with the Project Manager re the identification, testing and deployment of a new system.
- Ascertain the extent of compliance with established policies, plans and procedures. Investigate and recommend action to be taken when there are weaknesses in control (either directly or via the established self audit teams).
- Review the market for contemporary risk management tools and evaluate/propose the use of such tools where their implementation would deliver efficiencies and greater risk control for the organisation.

Other responsibilities:

- Support the Executive Director Corporate Services on risk related tasks where required including the overarching coordination of IRAP audits.
- Maintain up-to-date knowledge of contemporary risk management, compliance and related practices and legislation.
- Meet the organisation's policies and standards for its staff including integrity, ethics and equity requirements.

Communicare Competencies

The Risk and Continuous Improvement Manager will be expected to demonstrate the following competencies in how they perform their role.

Competency	Expected Behaviours
Achieves Results	<ul style="list-style-type: none">• Identifies and assesses customer needs• Develop solutions and respond to customer needs• Assumes shared accountability for improving service delivery• Responds in a timely manner
Communicates and collaborates with others	<ul style="list-style-type: none">• Identifies issues and offers solutions• Listens and obtains context before determining required actions• Willing to help others
Builds sustainable relationships	<ul style="list-style-type: none">• Builds and maintains effective working relationships with customers and colleagues• Fosters cooperation and collaboration in others through trust-building and relationships
Deals with ambiguity and complexity	<ul style="list-style-type: none">• Consults with others during various phases of the problem solving process• Gathers and organises data to support the problem solving process.• Analyses data to generate potential solutions.
Accountable for	<ul style="list-style-type: none">• Providing a professional risk and compliance service to the business.• Maintaining confidentiality
Inspires a sense of purpose and direction	<ul style="list-style-type: none">• Fosters partnerships towards a shared vision

Selection Criteria**Required Education/Licences/Certificates**

- Tertiary qualifications in business commerce, accounting or related discipline.
- Unrestricted drivers' licence
- Satisfactory Police clearance (not older than 6 months from the issue date)

Relevant skills, experience and knowledge

- Previous experience in a similar role, with demonstrated experience in corporate governance, risk management and compliance.
- Knowledge and understanding of legislation pertaining to corporate governance.
- Demonstrated experience in risk management best practice.
- Demonstrated experience in internal auditing practices and procedures.
- Demonstrated experience in management systems and the development of corporate policies and procedures.

Agreement to this Position Description:

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

Manager's Signature: _____

Date: ____ / ____ / ____